



Case Study

Leading American Television Network Takes HR Operations to the Cloud

Client

An American pay television network consisting primarily of theatrically released motion pictures and original television programs.

Challenges

The television network had been relying on legacy systems for on-boarding and off-boarding employees, consultants and temporary staff. Most of these systems were quite dated and were falling short of the expectations of managers and employees. The client realized that with their competition as well as newcomers intensifying their digital initiatives, they needed to move fast on the digitization and automation journey, starting with their HR processes. The need for a technology-powered process revamp was vital.

LTI Solution

LTI began with a detailed study of the client's existing tenant management system and understood their pain points in the existing environment. We realized that the client needed a centralized cloud-based tool to track and monitor on-boarding / off-boarding requests, and real time integration with external systems such as Workday, Archibus and so on.

We implemented ServiceNow to modernize and transform the network's legacy HR operations. As an experienced ServiceNow knowledge partner, we were able to easily shortlist what features of ServiceNow needed to be implemented. We also designed new forms and configurations of the new tenant on-boarding and off-boarding process, as well as change in details, transfers etc. We automated e-mail reminders and approvals for temporary employees, interns and consultants, including bulk renewals and approvals.

Business Benefits

- ✓ Intuitive and user friendly UI, modernization of HR platforms
- ✓ Retirement of legacy tools and replacing a constellation of legacy systems with one core cloud-based system
- ✓ Implementation of revamped HR processes in the latest cloud-based tool
- ✓ Platform for easier integration with the cloud
- ✓ Real-time integration with external systems such as Workday, Archibus, and Informatica
- ✓ Bulk approvals for tenant renewals for large team size
- ✓ Freeing HR managers to work on higher-value-adding activities

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